

Tell Me Again How It Works?

If you are having difficulties and are unable to resolve them, dial 0800 284 678, or go on-line to www.insteplimited.com. You will be able to talk with an EAP professional, trained in accessing help for work, financial, family, relationship and other personal problems.



Employee Assistance Programme

For 24 hr, 7 days a week
confidential advice and support

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The EAP - What It Can Do For You

We all face issues which are hard to deal with from time to time.

Relationship difficulties, grief, work related stress, financial and legal issues, illness, family problems and alcohol and drug abuse are some of the many stressful things that come into or are in our daily lives.

Your Employee Assistance Programme (EAP) is a confidential way in which you can seek advice on things that may be worrying you and affecting your work.

You may have concerns about your work or workmates, or may be worried about things happening at home in your family life.

This assistance is being offered in the belief that a healthy mind and body free of major stresses and strains will result in employees better able to do their job and contribute to the business.

How Your EAP Works

You and your immediate family* have 24 hour, 7 days a week access to an 0800 helpline or online: www.insteplimited.com

The person answering your call has been trained in assessing work, financial, family and relationship problems. They will listen to you and may be able to help by just talking through the issues with you.

If they are unable to solve the matter then, they will give you some options on how to get some answers to the issues concerning you.

This may be to seek help from a psychologist /counsellor or one of many volunteer or government support agencies.

Frequently Asked Questions

Q: Who pays for the EAP?

A: *The EAP is paid for by your company. The service is available to all employees and their immediate families *. In addition, the company will pay for a limited number of counselling sessions should these be necessary.*

Q: Is this programme totally confidential?

A: *Yes. No one within your company will know you have asked for assistance unless you tell them or have given consent for us to speak to a nominated person.*

Q: What happens if more than the allocated number of sessions are needed to help?

A: *You will be asked to sign a consent form. This gives Instep authority to contact your company representative, who will make the decision to approve additional sessions based on information provided by your counsellor. This request is usually adhered to as long as it is obvious the EAP is not being abused.*

* Definition of immediate family is "a family member currently residing at the same address as the employee"

Q: I am a Manager and I want materials and resources for my staff

A: *A resource pack with information on Managing Stress Creatively, Supervisors and Managers Workplace Guide and Early Warning Signs for Managers, is available. Enquire with your EAP Co-ordinator about getting hold of these; alternatively contact Instep who will be able to provide you with a list of booklets and brochures.*

Q: Does my company receive any reports or information?

A: *Yes. Instep provides reports to the company giving statistics on the kinds of issues and the utilisation rate of the EAP. As a responsible employer your company wishes to know what issues they need to work on and to be assured they are getting value for the money they put into the programme. **There is no identification of individuals.***

Work & Personal Relationships

Coping with Stress

Alcohol, Drugs & Gambling Concerns

Anxiety & Depression

Grief & Loss

Career & Retirement Planning